

Comment	Notes
<p>Love the library Wish the weekend opening hrs would be earlier</p>	<p>Carrico, Mandy (3/1/2022 9:14 AM): Noted.</p>
<p>I am trying to reach a person to pull a reserved book that is waiting for me at Civic Center to pick up. Do not need it anymore. Once Upon a Puppy.</p> <p>See problem in comment section why I am not talking to a real person. Thank you</p>	<p>Good afternoon,</p> <p>Thank you for contacting us about your library hold cancellation. Our phone system is unfortunately experiencing technical difficulties. We will go ahead and cancel your hold for you.</p> <p>Best,Jennifer Wong-Ortiz</p>
<p>This comment was written on a yellow comment card inside the library on 2/22/22. (Sky Larsen)</p> <p>"I am delighted and overjoyed the library has returned to 7 days a week with evening hours as well. We all have our happy places to be in community with others, and the library is a very special place to me. Having humans help me and other humans to chat quietly is feeling connected to others. Thank you - far too long to be closed."</p> <p>Patron left her contact information but indicated that she did not need to be contacted so I have left that off this submission.</p>	<p>Noted with pleasure. (Sky Larsen)</p>
<p>This comment was shared with me when working in the Call Center on 2/22/22. (Sky Larsen)</p> <p>"Your library system has been a "God Send" to my family, specifically to my daughter. She had a stroke 12 years ago and is now a quadriplegic. She reads at least 3 books a week thanks to the service she is able to get through SPL. Thank you!"</p>	<p>Noted with pleasure.</p>

<p>Patron upset with service at Arabian's drive-through Window. She had dropped by checking on a book she ordered that was "in transit" and was disappointed by staff response to her query about the status of the hold. (Note: the Courier was delivering crates of requested items at the same time she was at the Window.</p>	<p>After consulting with staff who were at the Window on 2/11/22 and gathering some solutions to the issue, I called patron on 2/14/22. (Note: the staff person who handled this transaction demonstrated proper customer service, by apologizing to Ms. Heidbreder, explaining that we had fewer staff working that day and unfortunately could not check the crates that were just arriving and recommending that she return to the library once the notification that the item was waiting for her to check out.)</p> <p>Ms. Heidbreder stated that she has been a long-time patron and commented that some of the newer staff were not as accommodating and pleasant as those who had been with the library for years. When she asked the staff person at the Window to check for the title by searching through the crates, the request was declined by the staff person.</p> <p>I thanked the patron for bringing this issue to my attention and explained that while excellent customer service is our standard, sometimes we are unable to accommodate some requests immediately. Staff may not always be available to check the crates right away; there's also the concern about keeping the line of cars moving, avoiding lengthy wait times for patrons.</p>
<p>Patron called to complain about the delay in filling her request for "Bruno, Chief of Police". She told me that the item should have been returned on 2/2/22. The patron needed a copy of the book for a book discussion, so time was of the essence.</p>	<p>I checked the item record and noted that the due date was 2/25/22, not 2/2/22. This negated the thought I had that staff had used an override to extend the loan period. I emailed the patron, apologized for the confusion and confirmed that the request system was working properly.</p>
<p>From a comment card turned in at Mustang 02/07/22.</p> <p>Please Please Please. Is it possible to get MORE LARGE PRINT books. Understand it's expensive to get them but we baby boomers like them more. Age catches up. They are easier to read. Plus, what we have more is "time". We like to read. Not that much "tech savvy".</p>	<p>Jones, Rebekka (2/10/2022 7:40 AM): Noted.</p>

From a Scottsdale resident ... for more than 35 years	
Twice recently, patrons have been having loud personal cell phone conversations on the floor. Their voices carried throughout the library and other patrons were visibly disturbed and frustrated, but library staff did nothing. Please ask library staff to be more aware of patrons who are being inappropriately loud and to take action to create a reasonably quiet and productive space for others.	No response requested.
Please require that patrons use the reservation station to reserve internet PCs. It is now too busy for the either/or method to be equitable.	Noted. Currently a patron can reserve a PC from the reservation station or by signing directly on to an available public computer. Staff encourage patrons to use the PC reservation station so that a computer that you sit down at isn't reserved out from under you at the reservation station by someone else. I will inquire if the change suggested here is possible, however, it may change the access for teen and youth PCs as well.
Patron with walker and vision impairment suggested large print materials be "up front" and therefore easier "for the handicapped" (her words) to access.	<p>Unable to contact the patron since no information was supplied by her. The design of the library does make it challenging for patrons with mobility issues to enter the building and use portions of the collection.</p> <p>One solution would be to request items for the patron in advance of her visit and have them ready to check out. She might also be interested in such services as home delivery.</p> <p>We can also explore the idea of having a display of selected large print books set up near the front entry area.</p>

<p>This comment was submitted on a yellow comment card inside the library on 2/5/22.</p> <p>"Janet (she meant Jenny) and the other librarian (she meant Sky) are so wonderful. I lost my card and they help me get a new one and transfer my requests to new acct. Also told me about fundraising events. Thank you so much."</p>	<p>Noted with pleasure. Jenny and I remember working with this patron and so enjoyed her enthusiasm. (Sky Larsen)</p>
<p>the library people have always been helpful as far as using the computers, ect.</p>	
<p>Submitted on yellow comment card at Civic Center Library 1/29/22: The film "The Cross and the Star" was advertised in the Scottsdale Life publication. I cut out this synopsis and posted on my fridge as a reminder. As a social director of an Italian American service organization I was eager to attend and report back to members. I was almost going to bring others with me (wheelchair / canes for some members). Had they accompanied me, I would have felt personally responsible for their efforts and health to attend this event, that was cancelled with no information available or the library website that I checked this morning. Please contact; community should have been informed.</p>	<p>Erin Riley responded by email 2/2/22: Hello and thank you for taking the time to leave us a comment about the cancellation of the Cross and the Star program on January 27. First, we apologize for the inconvenience and disappointment you encountered, and we certainly share your relief that you had not brought a group to attend the program. At this time, because of the sudden changes Covid often throws in our path, we have notices on all of our Scottsdale Life pages and other program advertisements indicating that programs are subject to change. The cancellation, which was made on short notice, was handled by removing the item announcing the program from our online calendar and informing the staff of the change. Because Scottsdale Life is a city publication, serving multiple Scottsdale agencies, we contribute our program listings 3-4 months in advance of publication, and we update information online when there are changes. We also let staff serving in our call center know of any changes right up to the moment of a scheduled program so that they can field any questions. While we are still navigating Covid issues, you may be able to avoid another snafu like the one you encountered by checking good our on-line calendar or giving us a call at 480-312-7323 closer to the event. We hope to reschedule the film in the future, and we will post the showing in our online calendar and support it with social media marketing. We definitely want to continue our partnership with Dr. Enrico Minardi from ASU to share Italian films with our community, so we look forward to showing this and other films over the coming year. I hope you will check back with us and have a chance to attend a future Italian film showing. Thank you</p>

	<p>again for taking the time to get in touch with us. Have a great day,ekr Erin Krause RileyAdult Services CoordinatorScottsdale Public Libraryeriley@scottsdaleaz.gov480-312-2692</p>
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